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I have personal experience dealing with disabled students. The amazing thing is that enabling them to learn by interacting in ways as close to "normal" students as possible allows us to benefit from their contributions to our knowledge as a society.

--Operators need to stay on the call long enough to get used to the way the PERSON with a speech disability talks.
--Operators should tell callers that everything is confidential.
--People with a speech disability need an easy way to reach Speech-To-Speech.

--More people with speech disabilities need to be taught to use STS.
--All these statements also apply to people who use STS on the computer.
--There should be competition, as that makes STS work better.
--The operators need to be paid enough so that they do a good job, and they need good training.